**From:** Ferland, Brad
**Sent:** Tuesday, August 02, 2011 9:33 AM
**To:**
**Cc:**
**Subject:** HCM Upgrade and Expansion Project

Good morning,

The Departments of Finance and Management, Human Resources and Information and Innovation would like to provide you with an update on our project to upgrade and expand the current HCM system.

We are just over two months into the HCM Upgrade and Expansion Project with less than 21 months to go and things are moving quickly! The goal of this message is to update Business Managers statewide about the project and to let you know how you may be impacted in the near term and to inform you of some project happenings. It is important that you remain informed as you are an important customer of Human Resource and Finance data and services. For simplicity, we have chosen a question and answer format.

Q: How come different people keep contacting me about the project?
A: There are many people involved in the project. There are currently about 12 teams, each with both a State and implementation partner lead. Many of you have experienced project team members seemingly coming at you from different directions. We apologize for any confusion or inefficiency this has caused. We are working toward a more cohesive and unified approach; however we are challenged by the magnitude, complexity and pace of the project.

Q: How come no one has contacted me about the project?
A: Generally, the project team is using their judgment to select individuals to meet with. The best participants are those who understand the process today from a broad perspective and are directly involved with or have direct oversight over the work being done.

Q: What's going on in the project?
A: We are currently in the planning and analysis phase of the project which is expected to last through the end of December. The activities during this phase include gathering business requirements, understanding business processes, and comparing the State's business requirements to the new Human Capital Management (HCM) application. The project team has met with some and will be reaching out to other departments as part of identifying these requirements.

Q: How are you contacting these people?
A: Many of these people have been contacted directly, others through his or her manager. Some have yet to be contacted.

Q: What's the time commitment involved?
A: The time commitment required varies by the complexity of the process, the number of processes covered and the complexity of your department's requirements. Most meetings are between one and two hours long and take place in Montpelier. The project team will do its best to accurately inform those who are asked to participate regarding the time commitment required and the subject matter covered. However, as the requirements evolve please understand that commitments may change. Time and resources requested may increase or decrease.

Q: What are the areas of discussion during these meetings?
A: Typical questions asked during the requirements and business process sessions are "How do you accomplish this task? What information are you using today? What information would you like to have in the future? What's working well? What's not working well?"

Q: What do you need from me during this phase of the project?
A: Your support in this endeavor is critical. The planning and analysis phase is designed to properly evaluate business processes, needs and constraints. Your commitment to participation and support are critical to not only capturing the needs of all involved but also embracing the changes ahead.

Q: What comes after planning and analysis?
A: After the completion of the planning and analysis phase, the design phase will begin. This phase is where the State's requirements come to life in HCM. Important components during this phase include testing and training. Again we will be asking departments to assist us with testing and of course we will be offering several training sessions as we approach go-live in the spring of 2013.

Q: I was interviewed for or heard about interviews for a Leadership and Goal Alignment assessment. What are the results?
A: Thank you to those who participated. The results of the interviews are clear, and we agree with you, that the primary goals of this project are to improve access to information and to improve payroll processing. The final presentation to those who were interviewed will take place on August 4th in the Skylight Conference Room in Waterbury.

Q: Who are the project leaders?
A: Michael Clasen, Deputy Secretary of the Agency of Administration is the Executive Sponsor. Project Directors are Brad Ferland - Finance & Management, Molly Paulger – Human Resources, Trudy Marineau – Information & Innovation, and Darwin Thompson – DII. Other key contacts for this project include the Change Management Team Co-Leads, Tori Pesek and Gail Rushford.

Q: How can I get more information about what's going on?
A: Over the next few weeks the project team will be delivering a project overview.  These sessions are just now being scheduled.  This project overview is intended to provide basic information about the project to create awareness and hopefully as many employees as possible will attend. Several 'live' sessions will be scheduled as well as a webinar type format.

Q: How will project related information be communicated to us?
A: Communicating to such a diverse audience is challenging! Project communications to date are primarily in the form of emails or memos addressed to specific audiences. For example, the distribution list for this email is business managers. Other targeted groups include Agency & Department Heads, HR Field Staff, Payroll Officers, and all employees via the weekly HR Communication. There are a few Agencies that we have direct contact with through designated people. Our other means of communication at this point is the project website, PeopleSoft Enterprise Expansion Project, located at http://aoa.vermont.gov/erp. As the project progresses, we will be developing a Readiness Coordinator Network that we will rely upon to both send and receive information. If you have suggestions for helping us communicate, please send them along. Additionally, if you would like to hear directly from one of us, please let us know.

Q: How are we able to communicate with you?
A: We understand that communication works two ways and we encourage you to let us know what's on your mind regarding the project. There is a link on the webpage for questions, ERP Project Questions, and please feel free to reach out to any of those listed under project leaders above or anyone on the Who's Who page of the website.

Q: What's the website address?
A: http://aoa.vermont.gov/erp. The website continues to evolve and information is frequently added and/or updated.